

Managing Aggressive Behaviours

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By the end of this course you will have gained strategies for managing aggressive behaviours. We will analyse de-escalation techniques useful for a college environment. As part of this, participants will be given information to help them understand the different phases of aggression and how to speak to learners at each stage including; how to use voice, practical strategy and break-away techniques.

Part 1

9.30-10.45

- Welcome
- Understanding why learners can become difficult:
 - ✓ Reasons for aggressive and violent behaviours
 - ✓ 'Use of Force' legislation

Break: 10.45-11.00

Part 2

11.00-12.00

- De-escalation techniques :
 - ✓ Analysing the physiology of anger
 - ✓ The key stages of anger
 - ✓ What to do at each stage
 - ✓ Tips to minimise aggression becoming violence
 - ✓ Quick tips to get through a situation

Part 3

12.00-12.30

- Use of force techniques:
 - ✓ Break-away techniques
- Question and answer session
- Evaluations